



**CITY OF GREENSBORO
FOR IMMEDIATE RELEASE**

Contact: Nancy Lindemeyer
Phone: 373-2105

WESLEY REID TAPPED TO LEAD NEW GUILFORD METRO 911 COMMUNICATIONS CENTER

GREENSBORO, NC (May 27, 2004) – Effective July 1, Wesley Reid will take over official duties as director of the Guilford County and City of Greensboro joint emergency communications center, Guilford Metro 911. At that time, Reid will begin serving at the department head level for both the City and the County.

Reid was selected to head Guilford Metro 911 during its planning stages in March 2003. Prior to his selection as director, he was employed by the City as Director of Police Communications. He has 17 years experience working in various positions with police and fire communications. Reid is a member of the North Carolina Association of Public Safety Communications Officials (APCO) and the North Carolina National Emergency Number Association (NENA). He was also the recipient of the 2002 Communications Manager of the Year award from North Carolina APCO. As Director of Guilford Metro 911, he will report to both Deputy County Manager David McNeill and Deputy City Manager Mitchell Johnson.

Guilford Metro 911 is the new consolidated Guilford County and City of Greensboro emergency communications center. Located at the Justice Complex, 1201 Coliseum Boulevard, Guilford Metro 911 will start the official process of combining the two centers on July 1, 2004. Once complete, Guilford Metro 911 will replace the current structure of two communication centers operating independently. All emergency dispatch services, including police, sheriff, fire, and paramedics will be centralized, thereby improving all aspects of operations. For emergency medical services, these improvements are expected to reduce current response times by as much as two minutes on average.

A phased approach will be used to bring the center up-to-date with comparable City/County metro size service areas. The first phase, which officially begins July 1, 2004, consists of combining

- MORE -

Guilford Metro 9-1-1 Goes Live

2-2-2-2

the Greensboro 911 Communications division, presently a division of the Greensboro Police Department, with the organization that manages the Guilford/Greensboro 800MHz radio system. This phase also includes the physical renovation of the Justice Complex, the integration of the City and County Computer Aided Dispatch systems and the addition of six call answering stations. Renovating the City's emergency communications center at the Justice Complex, instead of building a new facility, will save an estimated \$10 to \$20 million. This strategy also allows for the use of the current Guilford County emergency communication center located on Meadowood Drive to serve as a fully functional backup center.

The second phase will see the actual implementation of the full capability of Guilford Metro 911 with the integration of County staff, and all County and City 911 calls for service handled by Guilford Metro 911. This will happen on or before July 2005.

"Guilford Metro 911 will eliminate overlapping responsibilities, delayed response times, ineffective communication strategies, and jurisdiction confusion," said Wesley Reid, Guilford Metro 911 Director. "For the first time in Guilford County's history, public safety officials will receive information from one central location to help them perform their jobs more efficiently," he added.

The City of High Point is not included in Guilford Metro 911.

The City of Greensboro works in partnership with the community to build an increased quality of life for all residents by fostering an environment where inclusion, diversity, and trust are valued. As the seventh largest employer in Greensboro, the City has a dedicated professional staff of 2700 employees who maintain four core values of honesty, integrity, stewardship, and respect. The City of Greensboro is governed by a council-manager form of government where a mayor and eight council members act as the legislative body. For more information on the City of Greensboro, please visit us on line at www.greensboro-nc.gov.

#